



**PUBLIC PROTECTION CABINET**  
**Department of Housing, Buildings and Construction**  
Division of HVAC  
101 Sea Hero Road, Suite 100  
Frankfort, Kentucky 40601-5412  
Phone: 502-573-0395, Fax: 502-573-1401  
[www.dhbc.ky.gov](http://www.dhbc.ky.gov)

Consumer Complaint  
No: \_\_\_\_\_

Date Received: \_\_\_\_\_

**FORMAL CONSUMER COMPLAINT**

**Site of Complaint** \_\_\_\_\_  
*Street or Road City County*

**Owner(s) Name** \_\_\_\_\_ **Home Phone #** \_\_\_\_\_

**Address** \_\_\_\_\_  
*Street or PO Box City County Zip*

**Company Name** \_\_\_\_\_

**Company Owner(s) Name** \_\_\_\_\_ **Master License #** \_\_\_\_\_

**Address** \_\_\_\_\_  
*Street or PO Box City County Zip*

**Company Phone#** \_\_\_\_\_ **Date of Installation** \_\_\_\_\_

*The Board may revoke, suspend, place on probation, or restrict the license or certificate of any licensee or certificate holder; refuse to issue or renew a license or certificate; or reprimand, censure, or fine a licensee or certificate holder for violation of KRS 198B.650 to KRS 198.689.*

**Check all that apply below.**

☐ HVAC person **not** licensed.

☐ Incompetence, deliberate disregard, or violation of the building or other applicable codes.

☐ Faulty installation, maintenance, alteration, or repair of:

☐ Heating system ☐ Cooling System ☐ Ventilation System

☐ Other \_\_\_\_\_

☐ **There is currently ongoing court litigation in this matter in \_\_\_\_\_ County.**

*I understand and agree that I may be subpoenaed to testify if a hearing is held before the HVAC Board as a result of this formal consumer complaint.*

**Owner(s) Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

HVAC 17 (06-15)

**HVAC VIOLATION OR DEFICIENCY**  
(ADDITIONAL PAGES MAY BE USED IF NEEDED)

**Explain in detail, starting with the date on which issues were first discovered, all issues with the HVAC System:**

This image shows a single sheet of white paper with horizontal blue or grey ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper has a slight shadow on the right side, suggesting it's resting on a surface.

**Please include your expectations as to how this matter should be resolved:**

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